

| <b>SOW Section</b> | <b>Labor Category</b>      | <b>Duties</b>  | <b>Qualifications</b>  |
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| 3.0                | Program Manager            | Serves as the Contractor's primary contract manager, and shall be the Contractor's authorized interface with the Government contracting officer (CO), the contract level contracting officer's representative (COR), Government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning Contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance.       | Minimum of Bachelor's Degree from a four year college or university. Minimum of ten years' experience in any business-related field. Minimum of five years' experience in Project/Program Management with increasing levels of responsibilities. Ability to think analytically and make decisions under pressure is required.  |
| 4.0                | Program/Project Assistant  | In addition to administrative support for all aspects of organizing, documenting, and the coordination of the programs, this position also requires utilization of technical and creative skills in managing, analyzing, and disseminating information regarding programs, assembling documentation required for review/approval process, update databases, and assists with a wide variety of program-related issues. Also responsible for technical assistance in the evaluation of proposals submitted by vendors and/or potential partners of the project or program.                                | Minimum of two-year college level business course work or five years of equivalent work experience. Must possess strong computer skills using a cache of software, including but not limited to, MS Word, File Maker Pro, Power Point, Excel and others as well as custom computerized project/agreements tracking databases. Must possess strong communication and listening skills and be good at training others. |
| 4.1                | Administrative Assistant I | Provides general secretarial duties to the government organization(s) (i.e. filing; photocopying; forwarding documents; answering phones; sorting and distributing mails; managing office supplies; requesting visitor badges; or other administrative tasks as needed).<br>Administrative Assistants I perform basic, routine technical work requiring some knowledge of administrative methods and practices to perform specified work requiring skill, care, and attention to detail; duties are well defined, require attention to detail, and are completed in compliance with specific guidelines. | High school diploma or equivalent and any equivalent combination of relevant vocational training and experience totaling two years. Skill with Excel spreadsheets, word processing, power point charts, computer systems and software in a business environment required. Ability to lift up to 25 pounds is required.   |

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| 4.1 | Administrative Assistant II  | Performs all of the Administrative Assistant I duties, plus more complex administrative support to Ames organizations. Responsible for a variety of administrative processes to support various ARC programs or projects. The duties and responsibilities of this position may vary according to the needs of the office. Administrative Assistant II is distinguished from Administrative Assistant I by the Administrative Assistant II's performance of work requiring assessment and evaluation of policies and regulations to apply to circumstances, to determine how specific characteristics affect the actions to be taken, and to apply judgment in implementing decisions.   | In addition to all qualifications required for Administrative Assistant I, a minimum two-year college level business coursework and two years equivalent work experience are required. Experience in clerical and/or other office work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled. Must possess a thorough knowledge and familiarity with software, such as MS Word, Excel and others. Must possess good communication and listening skills, be detailed and people oriented.   |
| 4.1 | Administrative Assistant III | Performs all of the Administrative Assistant I duties, plus a variety of highly complex administrative tasks. Responsibilities of this position may vary according to the needs of the office. Acts as staff resource and backup as needed. Conducts complex research and processes complex documents in specialty areas. Performs various duties including working on Ames specific databases, and other special projects. Handles any other miscellaneous duties as requested. Administrative Assistant II is distinguished from Administrative Assistant III by the Administrative Assistant III's performance of the most advanced and complex paraprofessional duties in multiple administrative functional areas that require adapting internal processes to meet the needs of the organization | In addition to all qualifications required for Administrative Assistant I, a Bachelor's degree and three to five years related experience; or equivalent combination of education and experience are required. Knowledge of relevant Federal, state and local laws, rules, regulations, codes and/or statutes is required. Requires knowledge of workload management, methods of compiling and organizing data. Requires skill with Excel spreadsheets, word processing, power point charts, computer systems and software in a business environment. Must possess good communication, listening, and organizational skills, be detailed and people oriented. Maintains a high level of professionalism and confidentiality. |

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| 4.2 | Event Planner               | Coordinates activities of staff and convention personnel to make arrangements for group meetings, events, and conventions. Coordinates every detail of meetings and conventions, from the speakers and meeting location to arranging for printed materials and audio-visual equipment. Monitors event activities to ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise. Plan and support execution of briefings, tours and meetings of high-level visitors, including members of Congress and representatives of international agencies, businesses and governments. Recommend policies and approaches for special events or visits by VIPs. Prepare draft agendas, briefing packets and other documents as necessary. Evaluates and selects providers of services according to customer requirements. Conducts post-event evaluations to determine how future events could be improved. | Bachelor's degree, plus two years equivalent work experience. Requires skill with MS Word, Excel, Power Point, and other business software. Must possess good customer service and interpersonal skills. Effective communication, both verbal and written is required. Maintains a high level of professionalism and confidentiality.      |
| 4.3 | Technical Writer and Editor | Organizes material and completes writing assignments according to set standards regarding order, clarity, conciseness, style, and terminology. Maintains records and files of work and revisions. Edits, standardizes, or makes changes to material prepared by others. Confers with customers to determine subject material to be developed for publication. Reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. Selects photographs, drawings, sketches, diagrams, and charts to illustrate material. Studies drawings, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. Arranges for typing, duplication, and distribution of material.  | Bachelor's Degree, preferably with a major in communications, journalism, or English; plus minimum of two years of related experience. May substitute knowledge in a specialized field, e.g., engineering or science. Requires strong writing and communication skills. Must be proficient in specialized publishing software and programs |

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| 4.4 | Librarian           | Maintains library collections of books, serial publications, and documents, audiovisual and other materials and assists groups and individuals in locating and obtaining materials, furnishes information on library activities, facilities, rules and services, explains and assists in use of reference sources, such as card or book catalog, or book and periodical indexes to locate information. Issues and receives materials for circulation or use in library, assembles and arranges displays of books and other library materials, maintains reference and circulation materials. Answers correspondence on special reference subjects, may compile list of library materials according to subjects or interests, and may select, catalog, and classify materials.  | Master degree in Library and Information Sciences. Minimum of public service experience in a library or related field required. Computer literacy required. Experience in online, Web, and CD searching highly desirable. May be required to obtain and maintain a Secret Security clearance.  |
| 4.4 | Library Technician  | Provides information service such as answering questions regarding card catalogs and assists in the use of bibliographic tools, such as the Library of Congress catalog. Performs routine cataloging of library materials, files cards in catalog drawers according to system used, answers routine inquiries, and refers persons requiring professional assistance to a Librarian. Verifies bibliographic information on order requests, maintains collection, receives collection acquisitions, or operates limited loan or reserve desk.  | Two-year college level business coursework. Library Technician Certificate and work experience in related field required. Basic computer skills required and MAC systems knowledge helpful.  |
| 4.5 | Personnel Assistant | Prepares and processes all types of personnel and staffing actions and the associated documentation. Provides a broad range of administrative support to human resources managers. Prepares reports and ensures that required documents have been received prior to effecting personnel/staffing actions. Codes personnel actions in the Federal personnel and payroll system being used by NASA. Supports special programs and input hires and accession information into a work force tracking system. Composes letters, reports, and supporting documentation for staffing actions. Responsible for posting announcements, maintaining logs and vacancy files, and prepare correspondences. Logs and screens applications. Responds to and tracks employment inquiries. Supports all recruitment activities. Provides all services and prepares documents to support staffing relocation. | Must have either: 1) three years of progressively responsible administrative assistant experience; 2) 4 years of education above the high school level; 3) or an equivalent combination of experience and education. Understands the inter-related human resource systems that feed into the personnel and payroll system, such as wage and salary administration and staffing. Must have good oral and written communication skills and be detail oriented. Possess organizational skills and must be proficient in word processing (MAC/PC), spreadsheets (Access/Excel) and working with various human resources information systems and databases. |

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| 4.5 | Training Systems Administrator     | Determines training needs in the areas of information technology. Identifies appropriate vendors. Offers various desktop computer training. Coordinates e-learning, including the management of self-paced courses and will work with HR databases. Supports other training projects. Manages the computer training lab and acts as the systems administrator for the labs. Coordinates with the technical staff to identify training needs. Represents Ames on special projects and studies. Provides system reporting.   | Bachelor's degree or equivalent work experience in the information technology training field. Experience as an instructor or training program coordinator. Overall program management skills are essential as well as excellent oral and written communication skills.  |
| 4.5 | Leadership and Training Specialist | Determines training needs of Ames personnel and identifies vendors to provide training. Consults senior managers and agency leads to define program goals. Provides Organizational Development support to ARC organizations. Primarily responsible to provide professional project management support for the definition and documentation of project requirements, project plans, and project management processes. Conducts independent reviews of leadership training and development plans, requirements, implementation approach, and processes. Prepares analyses and reports of findings and recommendations.<br><br>Provide support with registration and reimbursement for Training and Conferences. Acts as main point of contact for all training and conference needs with NASA Shared Services Center. Provides reports on processed and pending requests for registrations. Represents ARC on Agency/Center teams related to the Agency training system and provides reports on pertinent meeting information. | Minimum of Bachelor's degree or five years of equivalent work experience in the human resource field. Experience as an instructor or training program coordinator. Overall program management skills are essential as well as excellent oral and written communication skills. Demonstrated competency in computer skills in word processing, spreadsheets, electronic mail services and presentations. |